

# knowmore

## Service snapshot



**knowmore is an independent service giving free legal advice to people who are considering telling their story or providing information to the Royal Commission into Institutional Responses to Child Sexual Abuse.**

**knowmore** is a unique, national legal service, providing trauma-informed and holistic services to survivors and other people considering engaging with the Royal Commission. Callers can access legal help, social worker/counsellor support and Aboriginal and Torres Strait Islander liaison officers to talk to if they wish.

We have offices in Brisbane, Melbourne, Perth and Sydney.

Free call: 1800 605 762  
info@knowmore.org.au  
www.knowmore.org.au

**knowmore began providing services to the public on 8 July 2013 – in just one year, we've helped (as at 1 July 2014):**

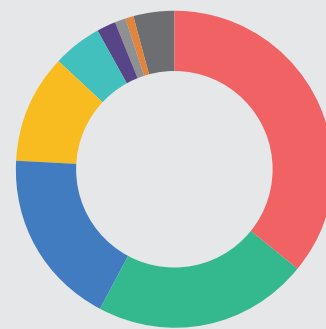


**1584**  
unique clients



**3634**  
advices provided

### Calls came from



NSW	36%
QLD	22%
VIC	18%
WA	11%
SA	5%
TAS	2%
ACT	1%
NT	1%
Unspecified/Overseas	4%

### Our current client-facing team includes:

 18 lawyers

 8 social workers/counsellors

 5 Aboriginal and Torres Strait Islander Cultural Liaison officers

### Community outreach and liaison



Face to face services were provided to over **300 clients** on an outreach basis



knowmore has conducted or participated in **270** community outreach and liaison events.

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### Counselling/ social work

**All clients** have access to social work/counselling assistance in addition to legal assistance

**250 clients** received social work/counselling support either directly or through case consultation

 **knowmore** staff have accompanied clients to over **10 Royal Commission private** sessions, as their support persons

### Specialist staff for Aboriginal and Torres Strait Islander clients

**knowmore** has a strong commitment to providing culturally appropriate services to Aboriginal and Torres Strait Islander clients



**16% of our clients** identify as being of Aboriginal and Torres Strait Islander descent



We employ 5 experienced male and female Aboriginal cultural liaison workers, an Aboriginal social worker/counsellor and an Aboriginal lawyer



We also work closely with interpreters and Aboriginal and Torres Strait Islander community organisations to ensure that we are engaging respectfully and appropriately with people

### Our clients



90%

90% of clients were aged 55 and over and survivors of historical child sexual abuse in institutions



42%

42% females



56%

56% males



52%

52% of clients required more than one advice session

### Client feedback

“When you have been downtrodden so much in your life and someone shows genuine care and concern – it means so much”

“knowmore staff have been a great support and are changing lives”

“Thank you so much for coming to see and help me today – now I know someone is listening to me and I am being heard”

“Thank you for agreeing to meet with me today to discuss my case and for your kindness. I value your guidance and advice and have taken on board what you have said. Also, thank you to the social worker for ‘grounding’ me before I left . . . a simple technique that worked really well”

“Remember the healing and empowerment you have helped bring to this very grateful family”